



Departmental Quarterly Performance Report

Department Name: Department of Human Services

**Reporting Period:
FY 2002-2003
Second Quarter**

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Reporting Period:

MAJOR PERFORMANCE INITIATIVES

- . On Saturday, February 22, 2003, the Department of Human Services and the Miami-Dade Housing Agency celebrated the grand re-opening of the Residential Development Enrichment Centers.
- . On March 27, 2003, Liberty City was hit by a tornado that affected the most impacted areas from North 62nd Street to South 50 Street, and East from 17 Avenue to West 37 Avenue. The Department assisted with staffing the ten assessment teams that were sent out to appraise the area and develop intake assessments.
- . The Department was asked to provide services at the Helen Sawyer Assisted Living Facility for ninety days on an interim emergency basis through a Request for Proposal process.
- . We are continuing to work with the Office of Performance Improvement to complete the Request for Proposal for the Managed Competition of DHS facility Preventive Maintenance. We have met with the County Manager's Office, GSA, OPI and OMB and have submitted a draft Request for Proposal to Procurement.
- . We have been meeting with staffs of the County Manager's Office, Mayor's Office and the JAC to review the coordinated efforts of both departments in providing criminal justice services to juveniles.

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Describe Key Initiatives and Status

Check all

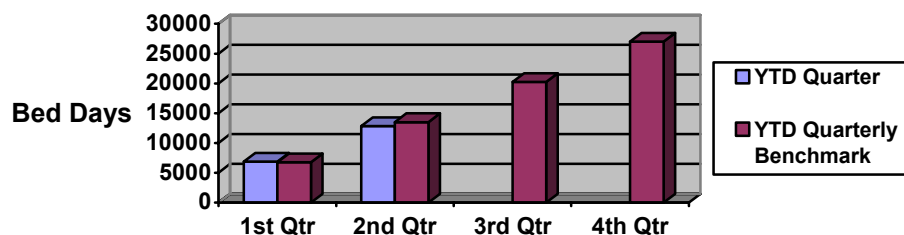
that apply County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal*
Responsibility

A. Goal: Fostering an improved quality of life for all residents especially individuals requiring substance abuse treatment.

Objective 1: To provide 26,992 adult residential treatment days, based on 87 residential beds in operation.

Performance Indicator: 26,992 adult residential drug treatment days, Cumulative

Adult Residential Drug Treatment Days



☒ Strategic Plan

☒ Business Plan

☐ Budgeted

Priorities

☐ Customer

Service

☐ ECC Project

☐ Workforce Dev.

☐ Audit Response

Other _____
(Describe)

County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal* Responsibility

B. Goal: To intervene early with troubled children and families in order to foster an improved quality of life for all residents, especially children.

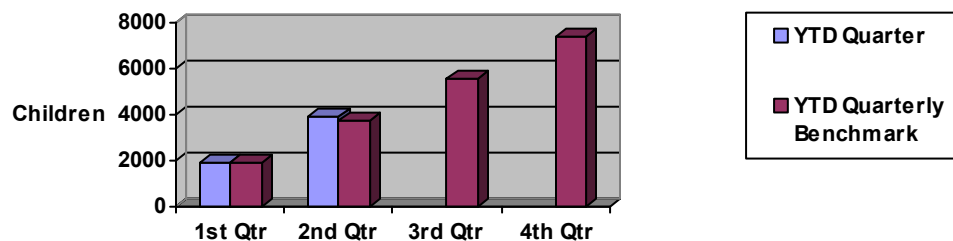
Objective 1: Maintain the five day treatment programs serving emotionally disturbed children.

Objective 2: Develop alternative treatment plans for juvenile offenders.

Objective 3: Serve children as stipulated by the State of Florida, Department of Children and Families

Performance Indicator: 7,424 children served. Cumulative

Children Served (Cumulative)



☒ Strategic Plan

☒ Business Plan

☐ Budgeted

Priorities

☐ Customer

Service

☐ ECC Project

☐ Workforce Dev.

☐ Audit Response

Other _____
(Describe)

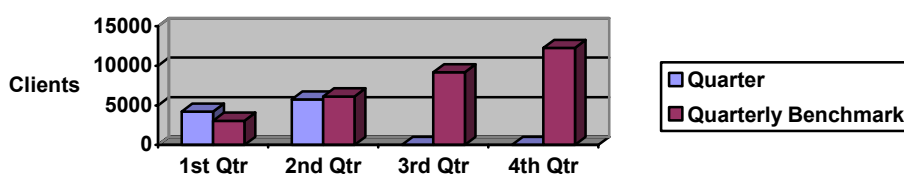
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County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility*
C. Goal: Provide financial assistance and supportive counseling, case management, and referral services aimed at reducing social and economic dependency to families and individuals presenting a variety of human services needs.
Objective 1: Provide an average of 1,020 units of face to face contacts per month at 10 neighborhood service centers and 2 satellite facilities throughout Miami-Dade County. programs serving emotionally disturbed children.
Performance Indicator: 12,230 Clients receiving face to face services at the Neighborhood Service Centers.

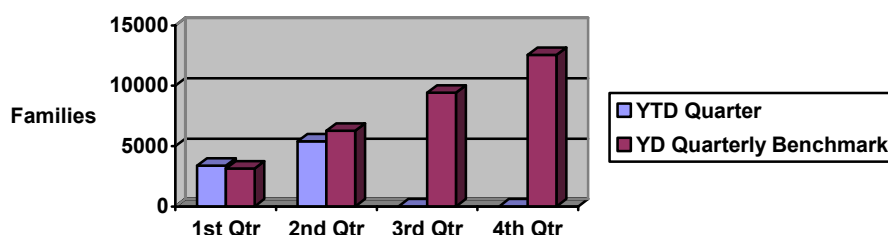
Client Recieving Face to Face Services at Neighborhood Service Centers



☒ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☐ Customer
 Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
 Other _____
 (Describe)

County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility*
D. Goal: To intervene early with troubled children and families in order to foster an improved quality of life for all residents, especially children.
Objective 1: Maintain the five day treatment programs serving emotionally disturbed children.
Objective 2: Develop alternative treatment plans for juvenile offenders.
Objective3: Serve children as stipulated by the State of Florida, Department of Children and Families
Performance Indicator: 12,086 families/individuals served. Cumulative

Families/Individuals Served (Cumulative)



☒ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☐ Customer
 Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
 Other _____
 (Describe)

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County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility*

E. Goal: To intervene early with troubled children and families in order to foster an improved quality of life for all residents, especially children.

Objective 1: Maintain the five day treatment programs serving emotionally disturbed children.

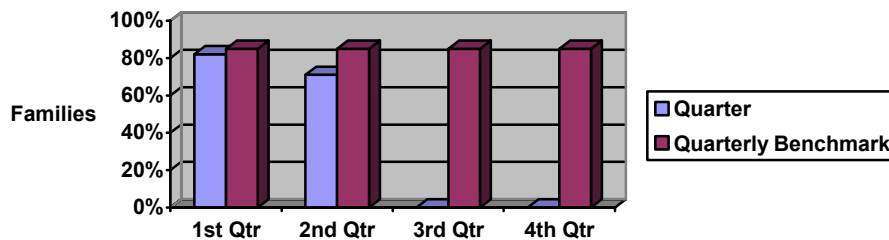
Objective 2: Develop alternative treatment plans for juvenile offenders.

Objective 3: Serve children as stipulated by the State of Florida, Department of Children and Families

Performance Indicator: Average 85% family improvement as measured with a client satisfaction survey

X Strategic Plan
X Business Plan
___ Budgeted Priorities
___ Customer Service
___ Workforce Dev.
___ ECC Project
___ Audit Response
___ Other _____
(Describe)

Family Improvements



County Mgr. Priority (Circle One): *People Service Technology Fiscal Responsibility*

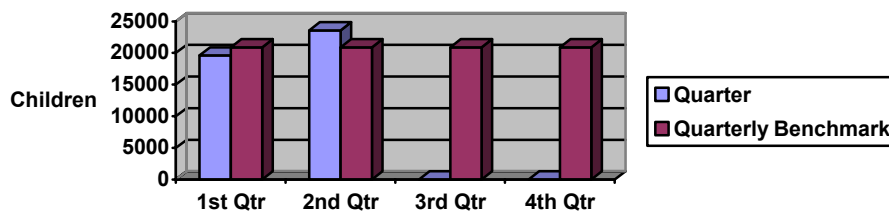
F. Goal: Assist families in becoming and remaining economically self sufficient through the provision of access to subsidized childcare and school readiness services for approximately 16,312 children enrolled in day care in an effort to foster an improved quality of life for all residents, especially children.

Objective 1: Provide 16,312 unduplicated children in day care.

Performance Indicator: 16,312 unduplicated children in day care.

X Strategic Plan
X Business Plan
___ Budgeted Priorities
___ Customer Service
___ Workforce Dev.
___ ECC Project
___ Audit Response
___ Other _____
(Describe)

Total Children Served/Enrolled in Day Care (Unduplicated)



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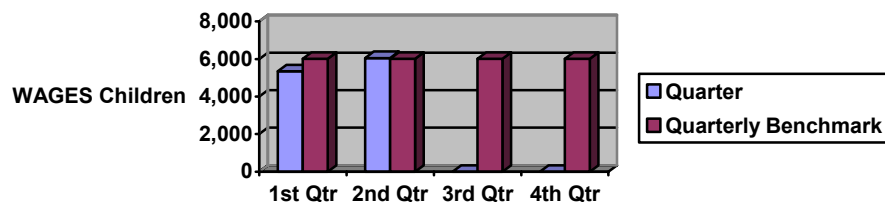
County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*

G. Goal: Assist families in becoming and remaining economically self sufficient through the provision of access to subsidized childcare for approximately 6,281 children enrolled in day care whose families are enrolled in WAGES in an effort to foster an improved quality of life for all residents, especially children.

Objective 1: Provide 6,281 children whose families are enrolled in WAGES with childcare..

Performance Indicator: 6,281 unduplicated children receiving day care whose parents are enrolled in WAGES.

Total WAGES Children Served (Unduplicated)



☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
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☐ Audit Response
☐ Other _____
 (Describe)

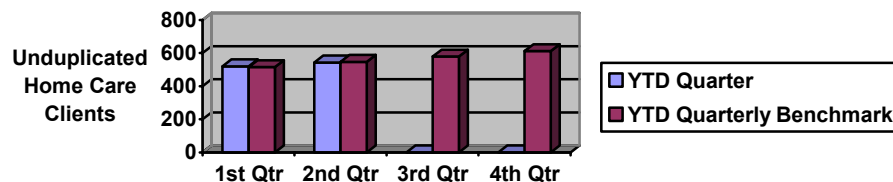
County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*

H. Goal: Assist home care clients by providing to improve their quality of life so as to prevent and/or reduce risk of institutionalization.

Objective 1: Provide 611 elderly with home care services for those in need..

Performance Indicator: 611 seniors with home care services.

Total Clients Recieving Home Care Services



☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ Workforce Dev.
☐ ECC Project
☐ Audit Response
☐ Other _____
 (Describe)

County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*

SERVICE IMPROVEMENTS ADOPTED IN BUDGET: STATUS

- Implemented enhancements to the TASC Division's Diversion and Treatment Program including the extension of service hours to 10:00 pm at all service sites.
- On Saturday, February 22, 2003, the Department along with Miami-Dade Housing Agency Celebrated the grand re-opening of the Resident Development Enrichment Centers .
- The Department participated in two special projects: Team Assessments of damages associated with the March 27th tornado that impacted Liberty City from North 62 Street to South 50 Street, and East from 17 Avenue to West 37 Avenue and the Department assumed services at Helen Sawyer Assisted Living Facility on an interim emergency basis pending solicitation and selection of a new operator through a Request for Proposal Process.

☐ Strategic Plan
☐ Business Plan
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☒ Other Accomplishments
 (Describe)

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<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Project 318 Medicaid Billing Ongoing</p> <p>Project 319 Efficiency/Process Review Proposal submitted to OMB</p> <p>Project 443 Employee Participation Assumed by Continuous Quality Improvement Committee</p> <p>Project 682 Automated CBO Systems Completed</p> <p>Project 683 Automated Internal Department Request for Procurement Pending Implementation</p> <p>Project 685 Automate Internal Departmental Personnel Action Pending Implementation</p> <p>Project 754 Compare Performance with Private Providers Council on Accreditation completed report</p> <p>Project 755 Shared Contract Monitoring Pending Alliance for Human Services.</p> <p>Project 758 Work with non-County funding. Pending Alliance for Human Services.</p> <p>Project 444 DHS Facility Maintenance. Completed site visits, met with GSA, Manager's Office, OPI to discuss the Request for Proposal and the requirements</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Not applicable or already included above.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input checked="" type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input checked="" type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input checked="" type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>

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PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	1,147 **	1,096**	967	129	***	***				

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

** Budgeted Positions as of ordinance.

*** Adjusted for mid-year Budgeted Positions: 1136/filled 1054

Notes:

B. Key Vacancies

. Child Development Services Division Director

C. Turnover Issues

. none

D. Skill/Hiring Issues

. none

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

Plan has been submitted to OMB and approved for Victims Services.

F. Other Issues

. Making sure that grant funded positions are classified and filled in a timely manner.

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FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
◆ Fares, Fees & Misc.	20,018	81,106	20,277	27,290	40,553	41,983	(1,430)A	52%
◆ State Operating Assistance	19,914	7,714	1,929	1,913	3,857	2,767	1,090C	36%
◆ Federal Operating Assistance	65,392	15,603	4,000	2,691	7,802	3,990	3,811C	26%
◆ Carry-Over	859	0	0	0	0	197	(197)E	N/A
◆ Transfer from General Fund	59,935	62,354	15,588	0	31,177	0	31,177	0%
Total	166,118	166,777	41,694	31,894	83,389	48,937	34,451C	29%
Expense*								
Salaries and Fringe	53,727	58,889	14,722	13,559	29,445	27,659	1,786	47%
Other Operating	111,752	107,713	26,928	32,020	53,857	56,174	(2,317)F	52%
Capital	441	175	44	258	87	333	(246)	191%B
Total	165,920	166,777	41,694	45,837	83,389	84,166	(777)	50%

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only) NOT APPLICABLE

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Comments:

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(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

INCREASE IN PRJECTION IS DUE TO INCREASE IN BUDGETED CARRYOVER AND INCREASE IN STATE GRANTS.

(A) REVENUE FROM THE MIAMI-DADE SCHOOL READINESS COALITION IS BUDGETED AS STATE (\$30,154) AND FEDERAL (\$42,522) ; BUT RECORDED AS FEES DUE TO CONTRACTUAL CHANGES. THE ORDINANCE WILL BE ADJUSTED AT YEAR-END TO REFLECT THE CONTRACTUAL CHANGE IN SOURCE DESIGNATION. THE BUDGET COLUMN ABOVE HAS BEEN ADJUSTED FOR THIS CHANGE.

(B) CAPITAL EXPENDITURE ARE ASSOCIATED WITH INN-TRANSITION SOUTH GRANT AND MIAMI-DADE SCHOOL READINESS COALITION COMPUTER PURCHASES.

(C) REVENUE COLLECITONS ARE USUALLY A QUARTER BEHIND.

(D) TABLE OF ORGANIZATION TO BE CORRECTED TO REFLECT DEPT./BOARD OF COUNTY COMMISSIONER'S ACTION.

(E) CARRY-OVER TO BE ADDED TO THE ORDINANCE AT YEAR-END.

(F) THE ELDERLY AT-RISK MEALS STATE GRANT HAS TO BE ADDED TO THE ORDINANCE AT YEAR-END.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

As noted above the Department of Human Services is projected to come within the authorized budgeted expenditures. The Department projects to receive the following:

- Reimbursement for expenditures incurred associated with Martin Fine (\$120,000) FY 2002-2003 from the Miami-Dade Housing Agency.
- Reimbursement for expenditures incurred associated with projected 90 day emergency operations of Helen Sawyer Adult Assisted Living Facility pending Request for Proposal for management of the program from the Miami-Dade Housing Agency, projection for 90 days-\$200,000.
- Reimbursement for HOPE VI from the Miami-Dade Housing Agency projected as \$533,000.
- Reimbursement for Resident Services from the Miami-Dade Housing Agency projected as \$1,414,000.
- Reimbursement for Social Services Master Plan from recaptured Office of Community and Economic Development's Community Development Block Grant funds projected as \$50,000.

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- Reimbursement for Inn Transition South projected as \$271,000.
- Reimbursement for New Beginnings Program projected as \$372,000. Note does not include savings pending proposed 5% reduction (\$85,000).
- Reimbursement for South Dade Skills Center projected as \$80,000.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature

Department Director

Date_____